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## APPLICANTS

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 \*\* CONTINUING DATA *YES B<sup>2</sup>* \*\*\*\*\*

This appln claims benefit of 60/261,421 01/16/2001

 \*\* FOREIGN APPLICATIONS *NONE B<sup>2</sup>* \*\*\*\*\*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\* SMALL ENTITY \*\*

\*\* 02/14/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY GA	SHEETS DRAWING 8	TOTAL CLAIMS 29	INDEPENDENT CLAIMS 2
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>B<sup>2</sup></i>				
Verified and Acknowledged Examiner's Signature _____ Initials _____				

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## TITLE

Dynamic, real-time call tracking for web-based customer relationship management

FILING FEE RECEIVED 516	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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